



220237

1996-51C

November 5, 2009

Public Service Commission of South Carolina
Docketing Department
P. O. Drawer 11649
Columbia, SC 29211

Re: Notification of Change in Contact Information for Verizon Long Distance LLC
Notification of Change in Contact Information for Verizon Enterprise Solutions LLC,
Customer Complaints

Enclosed for filing are the original and four (4) copies of this letter to notify you of a Commission contact change and change of address for Verizon Long Distance LLC (VLD) and Verizon Enterprise Solutions LLC (VES).

Also enclosed with this letter is the updated "Authorized Utility Representative Form for Telecommunications Carriers".

Effective immediately, the informal complaints for VLD or VES should be directed to:

Verizon Long Distance LLC or Verizon Enterprise Solutions LLC
Carmen McMillan-Manager, National Customer Service
600 Hidden Ridge
MC: HQE04D35
Irving, TX 75038
Toll Free: 1-888-483-7770
972-719-7778 (fax)
Email: cr-execd@verizon.com

Customers may continue to contact VLD or VES directly without issuing an informal complaint the toll free number above or by sending an email to customersupport@verizon.com.

Please contact me at (407) 740-3002 or cwrightman@tminc.com if you have questions about this change.

Thank you for your assistance.

Sincerely,

Connie Wightman

cc: Cheryl Capps
Office of Regulatory Staff - Attn: Jeanne Gordon
1401 Main St., Suite 900
Columbia, SC 29201
File: VLD - RI
VES - RI
Project No. - 09-227

AUTHORIZED UTILITY REPRESENTATIVE FORM FOR TELECOMMUNICATIONS CARRIERS

TYPE: ☒ IXC ☐ CLEC ☐ ILEC ☐ Wireless

CERTIFICATED COMPANY INFORMATION

Verizon Long Distance LLC

Company Name

FEIN/SSN

703-974-0535

Dbaf/ka

Telephone #

1320 N. Courthouse Road, 6th Floor

Mailing Address

Arlington, Virginia 22201

City, State, Zip Code

Same

Business Location

Same

Arlington

City, State, Zip Code

County

REGISTERED AGENT INFORMATION

Registered Agent: C T Corporation

Mailing Address: 75 Beattie Place, Two Insignia Financial Plaza

City, State, Zip Code: Greenville, SC 29601

Pursuant to the Commission's rules and regulations, print or type company contact for the following areas:

A. Cheryl L. Capps, Manager - Regulatory

General Manager (Include address if different than above.)

(703) 974-3243 / (703) 525-3387 / verizonlongdistance@verizon.com

Telephone Number

Facsimile Number

E-mail Address

Carmen McMillan-Manager, Nat'l. Customer Service;600 Hidden Ridge,MC:HQE04D35,Irving,TX 75063

B.

Customer Relations /Complaints Representative (Include address if different than above.)

(888) 483-7770 / (972) 719-7778 / customersupport@verizon.com

Telephone Number

Facsimile Number

E-mail Address

Carmen McMillan-Manager, Nat'l. Customer Service;600 Hidden Ridge,MC:HQE04D35,Irving,TX 75063

C1.

Customer Relations/Complaints Representative for Escalated Complaints (Include address if different than above.)

(888) 483-7770 / (972) 719-7778 / cr-execd@verizon.com

Telephone Number

Facsimile Number

E-mail Address

800-837-4966

C2.

Customer Contact (Toll Free Number)

D.

Engineering Operations (Include address if different than above.)

Telephone Number

Facsimile Number

E-mail Address

E.

Test and Repair (Include address if different than above.)

Telephone Number Facsimile Number E-mail Address
Mike Calderwood, Director National Network Management Center

F.

Emergencies (During non-office hours)

703-390-7542 / 703-860-0604 / michael.t.calderwood@verizon.com

Telephone Number Facsimile Number E-mail Address

In addition, please provide the following company contact information to assist in proper routing of correspondence and invoices:

G.

Edward L. Googe, President and Director, 1320 N. Courthouse Road, 6th Floor, Arlington, Virginia 22204

Regulatory Officer (Include address if different than above.)

703-974-0535 / 703-525-3387 / edward.l.googe@verizon.com

Telephone Number Facsimile Number E-mail Address

H.

Joan Engler, Manager – Finance

Dual Party Mailings (Name)

One Verizon Way, VC22E243, Basking Ridge, NJ 07920

Mailing Address
(908) 559-2366 / (908)696-2081 / joan.m.engler@verizon.com

Telephone Number Facsimile Number E-mail Address
Joan Engler, Manager – Finance

I.

Interim LEC Fund Mailings (Name)

One Verizon Way, VC22E243, Basking Ridge, NJ 07920

Mailing Address
(908) 559-2366 / (908)696-2081 / joan.m.engler@verizon.com

Telephone Number Facsimile Number E-mail Address
Joan Engler, Manager – Finance

J.

Universal Service Fund Mailings (Name)

One Verizon Way, VC22E243, Basking Ridge, NJ 07920

Mailing Address
(908) 559-2366 / (908)696-2081 / joan.m.engler@verizon.com

Telephone Number Facsimile Number E-mail Address
Joan Engler, Manager – Finance

K.

Gross Receipts Mailings (Name)

One Verizon Way, VC22E243, Basking Ridge, NJ 07920

Mailing Address
(908) 559-2366 / (908)696-2081 / joan.m.engler@verizon.com

Telephone Number Facsimile Number E-mail Address

Connie Wightman

This form was completed by (print name)

Consultant

Title

11/5/09

Signature

Date

RETURN COMPLETED FORM TO:

Public Service Commission of SC
Docketing Department
Post Office Drawer 11649
Columbia, South Carolina 29211

Office of Regulatory Staff
Attn: Jeanne Gordon
1401 Main Street, Suite 900
Columbia, South Carolina 29201

(Rev. PSC 03/2009)